HUMAN RESOURCES DEPARTMENT
JOB DESCRIPTION

Job Title:	**Seasonal IT Worker II**	FLSA Status:	**Non-Exempt**
Job Family:	**Information Technology-Seasonal**	Pay Range:	**S Schedule-S11**
Prepared/Revised Date:	**April 29, 2025**	Job Code:	**63230**

SUMMARY: Responsible for supporting district-wide summer technology projects, including imaging, deploying, and maintaining IT hardware across Poudre School District locations. Prepare technology for the upcoming school year by assisting with the set-up of district-approved endpoint devices, peripherals, software, and tools. Requires the ability to work independently, manage time effectively, and complete assigned tasks without direct daily supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Coordinate with IT and project teams on large-scale deployment and asset management.
2. Manage mobile devices using IT administrative tools.
3. Provide consultative customer services, resolve issues efficiently, and translate technical concepts into clear, user-friendly solutions.
4. Follow up, proactively problem-solve and adhere to service level agreements (SLAs) to ensure user satisfaction.
5. Troubleshoot and resolve basic technical issues of district-approved software, hardware, and devices for end users via approved channels.
6. Manage and maintain technology assets, including tracking inventory, deploying devices, and coordinating disposal of retired hardware.
7. Deploy and maintain district standard operation systems and applications on devices within assigned zones.
8. Collaborate with IT staff for user testing and tracking system problems proactively.
9. Document process, maintain knowledge base resources, and align with district IT standards.
10. Prioritize and manage time effectively to support multiple responsibilities within assigned zones.
11. Perform additional duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:
- Associate degree in computer technology, information technology, or related field preferred
- Two years' work experience with Poudre School District IT systems strongly preferred

LICENSES, REGISTRATIONS or CERTIFICATIONS:
- Criminal background check required for hire
- Valid US driver's license
- Industry-standard certification in hardware repair, Microsoft systems and applications, or networking desirable

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Knowledge of software installation issues in an integrated platform environment
- Knowledge of Microsoft Active Directory objects and attributes. Familiarity with group policy
- Knowledge of device management solutions such as Microsoft Systems Center Configuration Manager (SCCM), Apple School Manager, JAMF, Google Chrome Management Console, etc.
- Knowledge of ticketing, help desk, and asset management software
- Knowledge of network concepts including TCP/IP, DHCP, DNS
- Ability to install, configure, and troubleshoot hardware and software of all types
- Ability to backup, restore, and recover files from endpoint devices and servers
- Strong customer service skills
- Strong interpersonal relations skills
- Oral and written communication skills including the ability effectively communicate technical information to non-technical staff
- English language skills
- Ability to provide excellent customer service on the phone and face-to-face
- Organizational, recordkeeping, and time management skills
- Ability to follow written documentation
- Ability to maintain confidentiality in all aspects of the job
- Ability to participate and work in a team environment and collaborate with team members to support department goals
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:
- Intermediate operating knowledge of and experience with endpoint devices, peripherals and audio-visual equipment
- Intermediate operating knowledge of and experience with a wide variety of instructional and business software.
- Operating knowledge of and experience with typical office tools such as e-mail, productivity software, telephones, copier, fax machine, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Director IT Technical Support Services & User Security	
Direct reports:	This job has no direct supervisory responsibilities.	

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate			X	
Instruct			X	
Compute		X		
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X
Compile			X	
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	